

## IN THIS ISSUE

- ⇒ Associate Executive Director of Loan Administration Moves On 1
- ⇒ College Goal Sunday (CGS) Partnership Announced 2
- ⇒ NT4CM Training Sessions Held Across the State 2
- ⇒ TSAC 2008-09 Financial Aid Info. Brochure 3
- ⇒ Outreach Specialists' Schedule 3
- ⇒ TSAC is Flexible with Changes 4
- ⇒ Upcoming Events & Conferences 4
- ⇒ Meet Marcy Mills: TSAC's Paralegal 5

## Associate Executive Director of Loan Administration Moves On

**M**r. Levis Hughes, Associate Executive Director of Loan Administration for TSAC will be leaving in the near future to pursue a job opportunity with the State of Florida.

As he leaves, Levis communicated, "It is with a heavy heart that I write this letter to notify each of you of my soon departure from TSAC. I have been offered the role of Bureau Chief for the State of Florida. That position is similar in function to the Executive Director of the guarantee agency in Tennessee. As many of you know, I live in Florida and this opportunity will allow me to be closer to home although that is an unexpected benefit. I was offered this new position out of the blue and was not in any way looking to leave TSAC and the family of school friends that have joined us in the great community known as 'student loans.'

I am excited about this new role where I will have responsibility for financial aid guarantee and funds delivery for all financial aid activities administered by the State; loans, grants, scholarship, lottery and a few other minor programs. When I began my work in loans at a bank in

Florida 20 years ago, I would never have imagined the bumpy and winding road that I've been on, would lead me to this honored position. I continue to believe that our role as Financial Aid administrators allows benefits to students to change their lives for generations to come. It has remained a great challenge, but continues to be a great love in my life.

My new email address will be [levis.hughes@fldoe.org](mailto:levis.hughes@fldoe.org). Please drop me a line and look for me at future regional and national conferences."

Levis is committed to assisting TSAC during this time of transition. Levis will be missed here at TSAC and we wish him well as he sets off on his new adventure.



# 2009 College Goal Sunday News

**I**t is with great excitement that College Goal Sunday (CGS) announces a new partnership with the national YMCA (Y) of the USA. The Y is excited to be able to bring the benefit of its longstanding commitment and work in the communities to CGS and its volunteers. The Y has already committed itself to college access through its Black and Minority Achievers program and through involvement in KnowHowToGo, a pre-college access awareness program co-sponsored by ACE, Lumina, and the Ad Council. It is expected that we will gain the support on the local level from the Y's experienced community volunteers as well. NASFAA will continue in a cooperative role with CGS. Lumina plans to continue as a major funder of the program.

For our CGS site coordinators, volunteers, and other supporters, our activities in support of CGS remain the same. In that regard, we are busily preparing the materials for our February 22, 2009 event. We distributed CGS bookmarks that have the site locations listed on the back and the date on the front. You may order additional materials by emailing Darolyn Porter at [darolyn.porter@state.tn.us](mailto:darolyn.porter@state.tn.us).

**Mark Your Calendars  
& Save the Date!  
February 22, 2009  
2:00 - 4:00 p.m.**



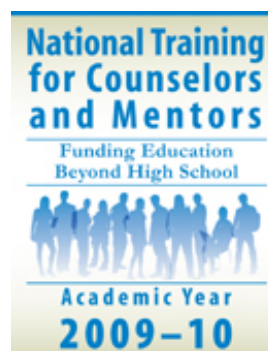
## NT4CM Training Sessions Held Across the State

**O**nce again TSAC in partnership with members of the Tennessee Association of Student Financial Aid (TASFAA) is offering free training workshops designed to provide counselors and mentors with information and materials that will help them advise their students and parents about how to prepare financially for college.

These one day training sessions will provide participants with up-to-date information regarding federal and state student aid programs. The workshop schedule for November is listed and additional locations will be added as soon as they are confirmed. Sessions are planned for December '08 and January '09.

Your help is needed to help spread the word to our high school counselors across the state about attending one of the training sessions in their area.

If you need additional information, please contact Bill Heath at [bill.heath@state.tn.us](mailto:bill.heath@state.tn.us) or Darolyn Porter at [darolyn.porter@state.tn.us](mailto:darolyn.porter@state.tn.us).



The dates and cities for the NT4CM trainings in November are:

November 10:	Nashville
November 12:	McMinnville
November 13:	Chattanooga
November 14:	Athens
November 17:	Livingston
November 18:	Milligan College
November 19:	Knoxville
November 20:	Morristown

# Financial Aid Brochure Delivery

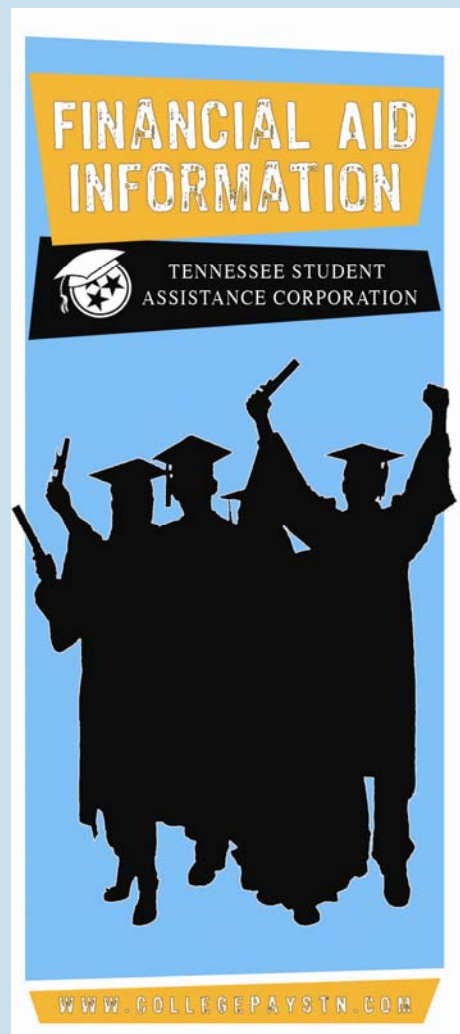
**T**he Outreach Specialists have spent September and October visiting high schools and post-secondary institutions delivering the new 2008-2009 Financial Aid Information brochure that TSAC produces each year highlighting the financial aid programs that the State of Tennessee administers.

If you need brochures and have not as yet received them, or if you have run out of the copies you received, please contact Jason Seay, Director of Outreach at TSAC at (615) 253-7459 with the name of your school, the quantity that you need and a date that you need them.

## Outreach Specialists' Travel & Presentation Schedules

**A**s the Fall travel schedule begins to wind down a bit, the TSAC Outreach Specialists are still out on the road visiting with students across the state. We have dozens of presentations continuing through November and into December.

We are gearing up, however, for the Financial Aid season (January through March) and want to make sure that if you are hosting a financial aid night at your school, and you would like for a TSAC representative to be there to present information on any aspect of financial aid, please make sure to contact your Outreach Specialist or call Jason Seay, Director of Outreach, in the TSAC Outreach Office at (615) 253-7459.



Felicia Orr  
West Outreach  
Specialist  
Felicia.Orr@state.tn.us



Carol Stephenson  
Mid-West Outreach  
Specialist  
Carol.Stephenson  
@state.tn.us



James Snider  
Middle TN Outreach  
Specialist  
James.Snider@state.tn.us



Annie Trout  
Mid-East Outreach  
Specialist  
Annie.Trout@state.tn.us



Jane Anne Fowler  
East Outreach  
Specialist  
Jane.Anne.Fowler  
@state.tn.us



# TSAC Is Flexible With Changes

**A**s fall gathers around us and one looks at how to change things, the loan process may be included in that scrutiny.

The guarantee process at TSAC is designed to interface and work smoothly with several different platforms. Just as there are different models of cars on the road, so are there vehicles to move loans from the financial aid office to the lender or guarantor. Whether you select ELM, SSCH, Open-Net, or a manual process, we are there to help. Our focus is to partner with the school in developing a flow system that works best for your institution.

Converting to a new process can be painless if the proper steps are applied and followed. Several questions should be asked before implanting a change:

- ◇ What is the current routing of loans?
  - ◇ Lender Flow or Guarantor Flow
  - ◇ What happens if it is changed
- ◇ Are you school initiated or borrower initiated?
  - ◇ What effect is this to the lender/guarantor
- ◇ Does the borrower eSign the Master Promissory Note, and if so, where?
  - ◇ P-note verification: is this a factor
- ◇ Hold and Release loans?
- ◇ New only & New and Serial?
- ◇ Who do you call for help?

The fall TASFAA conference theme was, “Kaleidoscope of Opportunity.” There are many opportunities to choose from when reviewing loan procedures. TSAC’s diversity to work with multiple platforms is one of our many features. If you are considering making a change to your loan processing system, please call Cathy Jones at 615.428.5741 to discuss it in detail. We want you to have the best loan experience possible.



## UPCOMING EVENTS

- ⇒ 11/10/2008  
NT4CM Training in Nashville
- ⇒ 11/12/2008  
NT4CM Training in McMinnville
- ⇒ 11/13/2008  
NT4CM Training in Chattanooga
- ⇒ 11/14/2008  
NT4CM Training in Athens
- ⇒ 11/17/2008  
NT4CM Training in Livingston
- ⇒ 11/18/2008  
NT4CM Training in Milligan College
- ⇒ 11/19/2008  
NT4CM Training in Knoxville
- ⇒ 11/20/2008  
NT4CM Training in Morristown
- ⇒ 11/19-11/21/2008  
TACRAO Fall Conference  
Chattanooga, TN
- ⇒ 12/8-12/10/2008  
SASFAA Management Institute
- ⇒ 2/22/2009  
College Goal Sunday  
TN Statewide

# Meet Marcie Mills: TSAC's Paralegal



**M**arcie Mills has always wanted to work in the legal field. As a result, after 25 years with a career in database administration, she went back to college to take on the challenge of a second career. She attended Southeastern Career College, as a first time freshman, where she received her degree in Paralegal Sciences. She currently serves TSAC as the agency's Paralegal. She began working with TSAC just about 18 months ago and is truly happy. She says, "I spend each day trying to improve myself and the lives of others." Her excellent work ethic pays off.

This position is Marcie's first within the field of Higher Education. Marcie read the ad for the Paralegal position and knew that attending General Assembly Sessions pertaining to higher education and monitoring legislative bills that affected the higher education community and

TSAC would be an exciting part of the job. As a recent college graduate, she realizes the importance of earning a college degree and feels strongly that the opportunity to go to college should be available to everyone who wishes to take advantage of it.

Marcie is originally from Dallas, growing up in Indiana and Michigan. Her father was a Methodist minister and since they moved a lot, she was always the "new kid on the block." Her family moved to the Nashville area when she was 13 and she has lived here ever since. She is married with four grown children, a stepson and three grandchildren. She and her husband, John, have been married since 2002 and share the same passions which include flying single-engine plans and sailplanes. In her spare time, she loves fishing, picnicking, watching sunsets, gardening, reading, canning and baking. She feels blessed to have a close relationship with her husband, children and parents.



## “Comments from Marcie:

A constant belief I have held is, 'Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime.' I believe education is the greatest way of teaching a man to fish, and I am pleased to be a very small part of that.



# Employee Spotlight